

Exhibit A



6169-383

8051 Congress Avenue
Boca Raton, FL 33487

February 24, 2003

Akerman, Senterfitt
222 Lakeview Avenue
4th Floor
West Palm Beach, FL 33401

REF: Invention Disclosure: BOC8-2002-0105
Title: System for Recognition of CSR Interaction Effectiveness
IBM Docket: BOC9-2003-0013

Dear Kevin,

Please prepare and file the above referenced cases with the U.S. Patent and Trademark Office. A copy of the invention disclosure, patentability search results and inventor's comments are enclosed for your use in preparation of the applications in accordance with IBM's format.

To assist in meeting our S&D filings for first half, can you please file this application by June 24, 2003.

Sincerely,

Richard A. Tomlin
(561)862-2732

Enclosures

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FEB 25 2003

AKERMAN SENTERFITT, P.A.